



Driver License Division High Value Data Set

December 2020

Transactions:

In Office-Completed Transactions:	<u>322,688</u>
Online-Completed Transactions:	<u>196,477</u>
Mail-Completed Transactions:	<u>3,346</u>
Phone-Completed Transactions:	<u>4,184</u>
Offender ID Card Transactions:	<u>963</u>
DL and ID Cards produced this month:	<u>453,320</u>
Non-CDL skills tests passed: ¹	<u>26,918</u>
Non-CDL skills tests failed: ¹	<u>6,180</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>48,530</u>
DL average hold time in minutes:	<u>30:55</u>
DL average handle time in minutes:	<u>5:36</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>25,599</u>
Occupational Licenses Issued:	<u>652</u>
Ignition Interlock Licenses Issued:	<u>223</u>
Enforcement Actions Processed:	<u>28,362</u>
Traffic Convictions Processed:	<u>70,795</u>
Customer Contacts:	<u>19,054</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,399</u>		
DPS Basic Control Skills Tests Booked:	<u>4,671</u>		
DPS Road Tests Booked:	<u>5,222</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,398</u>	<u>1,398</u>	<u>1,514</u>
DPS Basic Control Skills Tests:	<u>1,302</u>	<u>1,302</u>	<u>518</u>
DPS Road Tests:	<u>1,355</u>	<u>1,355</u>	<u>411</u>
CDL TPST Providers:	<u>97</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,046</u>	<u>1,046</u>	<u>208</u>
CDL TPST Basic Control Skills Tests:	<u>1,018</u>	<u>1,018</u>	<u>251</u>
CDL TPST Road Tests:	<u>1,002</u>	<u>1,002</u>	<u>203</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>15,956</u>
Impact Texas Youth Driver Completions:	<u>30,232</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,039,220</u>
Class C TPST Providers: ¹	<u>339</u>
Customer Contacts:	<u>8,372</u>

Notes

1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.
2. As of January 2020, DL customers assisted by IVR is no longer counted due to changes in the IVR system.